The Consortium
…as ENA knows it!
June 7th, 2011

Service is the Solution

Changing the Way Communities Connect

Agenda

- **About ENA**
- **Why Connectivity Matters**
- **Service Options**
- **Planning & Filing Process**
- **What You MUST Think About NOW**
- **Q&A**

ENA Mission

**Education Networks of America is a
Leading Managed Network and Communication
Service Provider**

**Connecting People and Making the Process of
Reaching and Using Valuable Information as
Easy and Reliable as Turning on the Lights**

ENA Background and Update

- Leading managed network service provider delivering connectivity and communication services uniquely designed for education and libraries since 1996
- Currently serving over:
  - 5,345 end sites, 580 school districts, 253 libraries
  - 3.1 million students, teachers and administrators and 6.2 million library patrons
- Through our peering with the Internet2 and NLR research, we reach education networks in virtually every state.
- ENA is a top-10 recipient of E-Rate funds over the life of the program (over $350 million)
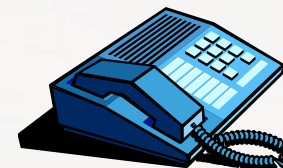
Product and Service Portfolio

- ## Data Services
  - Wide Area Networks (WAN) for libraries and schools
  - Nationwide backbone providing Internet access with cloud-based firewall, email and content filtering options
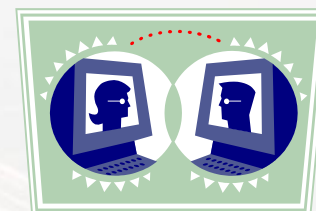
- ## Voice Services
  - IP telephony as a service, inclusive of internal (PBX) and external (dial tone) service in a cloud-delivered E-Rate eligible package
  - External (dial tone) connectivity for existing phone systems, supporting traditional key systems, legacy PBXs and newer VoIP premise solutions

- ## Video Services
  - Desktop video – one-to-one and one-to-many – customized for the library and school environment and integrated with legacy video conferencing equipment
  - Management of existing H.323-based video equipment as a service
  - Packaged training and content partnerships

- ## Filtering, Firewall and E-Mail – all cloud based

ENA Nationwide Internet Access Network

Unique Service Offering Tied to Customer Environment

Meeting the Unique Requirements of K-12 and Library Customers

Service Is the Solution
ENA's Full Suite of Technology Services

- Internet Access Services
- Wide Area Network Services
- Voice Services
- ENA Network Backbone
- E-Rate Support
- Customer Technical Assistance Center (CTAC)
- Online Service Center Tools
- Dedicated Account Service Managers (ASMs)
- Content Filtering & Authorized Override
- Training
- E-mail Services
- Video Services

MANAGED SERVICES

ENA's Managed Service Includes:

- ✓ Managed Circuit Delivery
- ✓ All Required Equipment
- ✓ On-site Service
- ✓ Support for the Life of the Contract
- ✓ Dedicated Account Service
- ✓ Customer Technical Assistance Center
- ✓ E-Rate Assistance

As a Priority 1 E-Rate Service

ENA's Strategy to Deliver Broadband Through Statewide Library & K-12 Networks
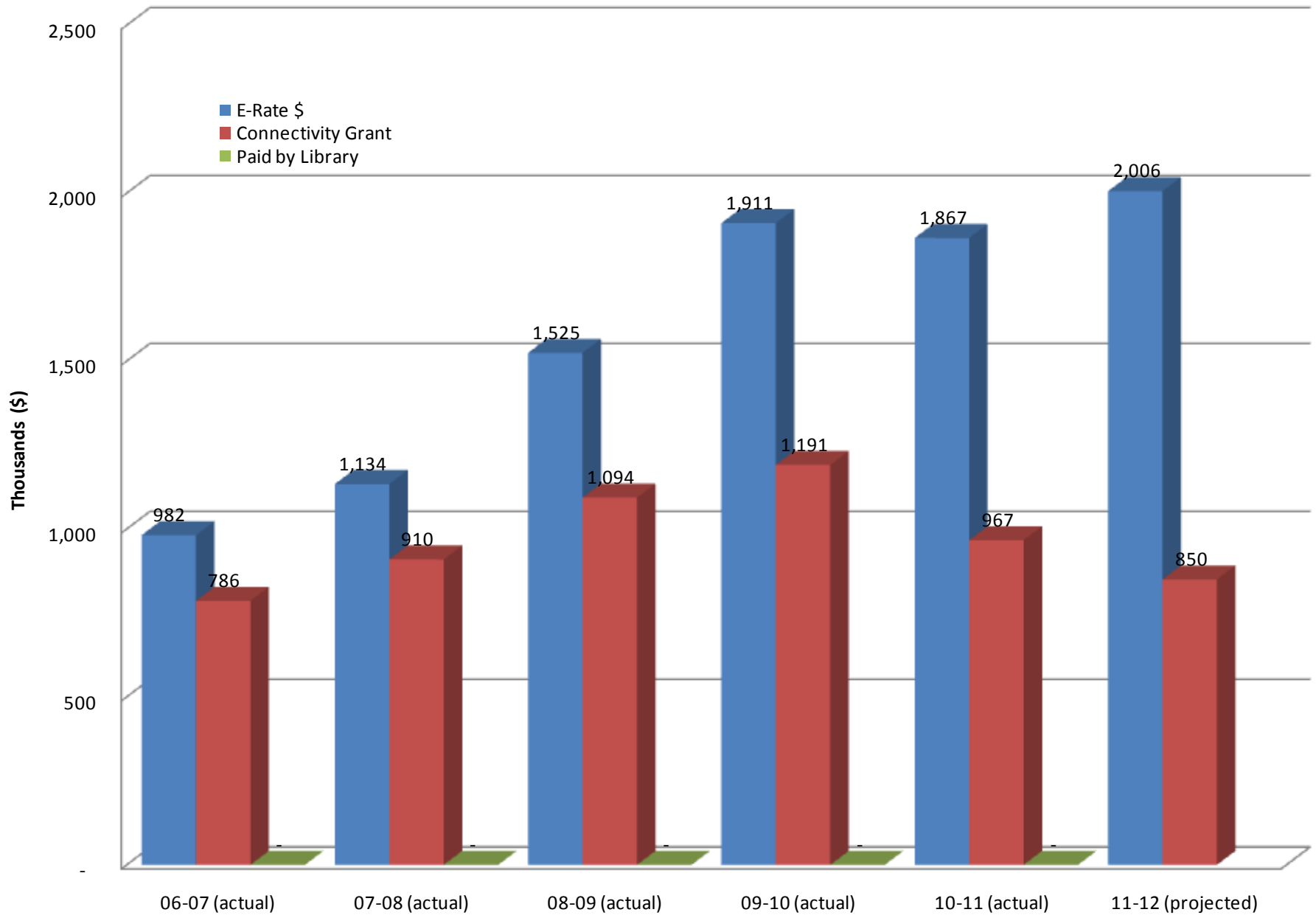
Key Considerations

- Helps navigate around impending bandwidth crisis
  - Proactive efforts build capacity ahead of need
- Delivers reliable, unified, high-speed, low-latency, <u>equitable</u> connectivity for all libraries & schools
  - Helps reduce 'digital divide' and increase public access services
- Provides effective, efficient operations
  - Reduces headaches of the E-Rate funding process
- Promotes cloud based services and applications
  - Enables and expands access to digital content/media, distance learning opportunities and virtual schools
- Supports statewide application deployment
  - Circulation systems , online data gathering and reporting
- Enables and delivers to 21st century demands
  - Communication and collaboration

Ensure Local Flexibility

- **Network participation optional but encouraged**
  - Libraries receive overall benefits of participation
- **Allows libraries to receive upgraded service**
  - Utilize the same contract using local funds and maximizing E-Rate benefit
- **Single network provider but flexible and customizable service**
  - Self-service tools for libraries seeking autonomy
  - Comprehensive service and assistance for smaller libraries
  - Supports a wide array of LAN/HW/SW environments
  - Hosted solutions that allow for unique district configuration (e.g. differentiated content filtering and firewall services)
- **Leverage local providers where possible and cost-effective**
  - Supports local economic development
- **Provide on-site account management and extensive E-Rate assistance**

ISL Total Connectivity $ for Internet

Your Indiana State Network Services are Special!

- What makes ENA's service different?
  - We deliver customized solutions and services for you!
    - Service is optimized for libraries and schools
  - ENA's Network is virtually private and dedicated to libraries and schools
  - ENA Services are NOT Residential/Commercial shared services
    - You receive the full service level that you filled for all the time, day and night!
    - It is a symmetrical service
  - ENA services meet ISL standards
  - ENA focuses on bringing you and your community more! Equity and growth of service through proactive efforts with providers across the state and across the country.
  - Our vision is to bring robust services to the members of the library community to support patron service requirements and overall economic development.

Why Connectivity Matters

"The swift growth in broadband technologies and services that has occurred over the last several years – and the correspondingly rapid economic and cultural changes that have attended it – underscore the importance of broadband communications as a transformative resource for the nation."

Networked Nation: Broadband in America 2007

"High-speed access for schools and libraries is truly no longer a luxury, but rather a requirement. Over the past seven years, we have experienced between **45 and 75%** annual traffic growth on our backbone as our network members demand higher-capacity connection."

Bob Collie, SVP of Technology/CTO, ENA

Why Connectivity Matters

"Libraries are uniquely positioned to show people this transformative power and teach them not only how to navigate, but to wield this power for its best and highest use."

      Geoff Shomacker - Office of Community and Rural Affairs

"Public access to online services is often in Indiana's public libraries. With demand for online services as well as increased use of technology in our libraries, it behooves all libraries to explore the use and demand for technology as well as the size of their connectivity bandwidth to accommodate Indiana citizens."

      Representative Terry Goodin – Indiana State Legislature

Why Connectivity is More Important Than Ever

- Shared resources and efficient infrastructure are more important now than ever.

- Libraries must make maximum use of technology to stretch limits and expand options.

- ENA is better positioned than ever to assist libraries in Indiana with planning and implementation of appropriate capacity. We see what you are using and where you are going!

ENA's Managed Service Delivery Model

- **Vendor and Technology Neutral**
  - Comprehensive, cohesive network that can cross LATA lines and utilize multiple transport technologies and providers (cable, utility, telephone, municipal, cellular/wireless) to achieve statewide equity.
  - Can mix technologies throughout service term to best serve each site (fiber, wireless, traditional telco circuits) and seamlessly manage interconnectivity.

- **Provides a Comprehensive "Priority 1" E-Rate Eligible Service**
  - Includes circuit, equipment, maintenance, monitoring and support
  - Secured funding commitments of over $350M for our customers nationwide
    - See Indiana Chart*

- **Focused Network Design for Libraries and Education**
  - Fast and reliable access to network members content

- **Library & Education Focused Service and Support**
  - Reduce burden on library resources and lower total cost of ownership

Services Available via State Contract

- Internet Access – T1's and beyond
- WAN Connectivity
- Managed Firewall
- Content Filtering
- Web Hosting
- E-Mail
- E-Mail Archiving
- Video Conferencing Services
- Traffic Management/Prioritization/QoS

Why File Proactively?

- The Elephant in the Room! Today's climate can impede us from making the right decisions for the future.

What you need to think about NOW

- Average Indiana E-Rate Discount – **70%***

- E-Rate process requires planning **18 months in advance**.

- **Funding may be secured now** without having to make an immediate decision to install additional services.

- Proper filing now provides **flexibility for future needs** and requirements.

- **Installation timelines must be considered** to allow for timely installation of services.

Snapshot of the Consortium Filing Process

- ISL Consortium Filing Process
  - Know the steps – consortium members will see ENA Account Service Managers!
  - Bandwidth Utilization at your fingertips
  - Think Proactively…File to cover yourself for growth!
- Service Year - July 1st through June 30th
- And it all starts over again!
- http://lib.in.gov

Thank You!